

The Royal Masonic Benevolent Institution Care Company

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider: The Royal Masonic Benevolent Institution Care Company

Provider summary

The provider was registered on:	03/12/2018
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	We have a mandatory training framework in place, overseen by our Learning and Development Team. KPIs are monitored monthly and published for all staff on our People dashboard; this also includes compliance with supervisions and appraisals. Each Home has a dedicated Training Manager responsible for all staff training, and training packs are reviewed and updated regularly in line with legislation and regulatory requirements. Bespoke training is provided as needed e.g. de-escalation, clinical.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Homes are supported by our HRBPs and Recruitment Manager to monitor local markets, identify recruitment opportunities and recruit into vacant posts, which are advertised online. We have comprehensive induction, training and supervision processes, and run an employee assistance programme to support with any areas of concern e.g. counselling and medical support. Each home has wellbeing champions to focus on staff morale, and we reward long service and exceptional care with additional benefits

Regulated services delivered by this provider

Service name	Service type	Type of care
Albert Edward Prince of Wales Court	Care Home Service	Adults With Nursing
Queen Elizabeth Court	Care Home Service	Adults With Nursing

Service: Albert Edward Prince of Wales Court

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	03/12/2018
Maximum number of places	76
Service Conditions	• The responsible individual for this service is Russell Trevor Evans • A maximum of 76 individuals can be accommodated at this service • The Royal Masonic Benevolent Institution Care Company is registered to provide a Care Home Service at Albert Edward Prince of Wales Court
How many people in total did the service provide care and support to during the last financial year?	109

Service management

Responsible Individual(s)	Russell Evans
Manager(s)	Teresa Picton

Service contact details

Service Telephone Number	01656 785311
Service Contact Email Address	aepow_admin@rmbi.care

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	• Welsh
Non-verbal communication methods used at the service	• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Writing (Paper / Whiteboards) • Non-formal communication (e.g. body language, facial expressions) • Assistive Technology

Service facilities and accommodation

• Access to minibus or other transport • Activities room (Art, Music, Games, Computers, etc.) • Bar / Café • Close to local shops / amenities • Education facility • Garden(s) • Gym / sports facilities • Hairdressing / beauty services • Internet access • Laundry service • Lifts • Number of bathrooms with assisted bathing facilities: 7 • Number of bedrooms with en-suite facilities: 76 • Number of communal lounges: 4 • Number of dining rooms: 7 • Number of shared bedrooms: 0 • Number of single bedrooms: 76 • On-site parking • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Phone point • Quiet areas • Residents' kitchenette / communal kitchen
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- Semi-independent flat
- Shop on the premises
- TV point
- Wheelchair access
- Woodland / ponds

Engagement with people using the service

We welcome feedback about our services through every available channel: this includes compliments, concerns and complaints, reviews of the service left on carehome.co.uk and through regular meetings with all stakeholders. Resident, relative and staff feedback is sought at every visit by any of our national team, through our internal quality and governance audits and during monthly regional manager and quarterly RI visits. We ensure regular organisational residents' quality surveys are completed and the results for each home are used to produce "you said, we did" posters to display, to outline how we are going to act on comments raised. Organisational data is also published in our annual impact statement.

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1273.08
The maximum weekly fee payable during the last financial year?	£2260.64

Complaints processed by the service

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	3
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	135
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	11	1
Senior Care Worker	13	2
Care Worker	85	2
Other Staff	24	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Registered Nurse (1+ Years in Practice)	6	0	0
Senior Care Worker	12	0	0
Care Worker	69	0	0
Other Staff	24	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Registered Nurse (1+ Years in Practice)	5	0
Senior Care Worker	1	0
Care Worker	16	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	11	0
Senior Care Worker	13	0
Care Worker	85	0
Other Staff	24	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	11	0
Senior Care Worker	13	0
Care Worker	85	0
Other Staff	24	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	typically during the day there is always one nurse working on each shift, accompanied by 3 team leaders and 18 care staff
Senior Care Worker	overnight this reduces to one nurse, one team leader and 10 care staff.
Care Worker	dependency is calculated using our organisational tool which is reviewed every week in line with any changes to residents needs

Service: Queen Elizabeth Court

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	03/12/2018
Maximum number of places	62
Service Conditions	• A maximum of 62 individuals can be accommodated at this service. • The responsible individual for this service is Russell Trevor Evans • The Royal Masonic Benevolent Institution Care Company is registered to provide a Care Home Service at Queen Elizabeth Court
How many people in total did the service provide care and support to during the last financial year?	79

Service management

Responsible Individual(s)	Russell Evans
Manager(s)	Michelle Beer

Service contact details

Service Telephone Number	01492877276
Service Contact Email Address	queeneliz@rmbi.care

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	• Welsh
Non-verbal communication methods used at the service	• Non-formal communication (e.g. body language, facial expressions) • Objects of reference • Writing (Paper / Whiteboards) • Social Stories • Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Assistive Technology

Service facilities and accommodation

• Access to minibus or other transport • Activities room (Art, Music, Games, Computers, etc.) • Close to local shops / amenities • Garden(s) • Hairdressing / beauty services • Internet access • Laundry service • Lifts • Near public transport • Number of bathrooms with assisted bathing facilities: 9 • Number of bedrooms with en-suite facilities: 62 • Number of communal lounges: 7 • Number of dining rooms: 5 • Number of shared bedrooms: 0 • Number of single bedrooms: 62 • On-site parking • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Phone point • Quiet areas • Residents' kitchenette / communal kitchen
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- Sensory areas
- Spa / hot tub
- TV point
- Wheelchair access
- Wildlife / domesticated animals

Engagement with people using the service

We welcome feedback about our services through every available channel: this includes compliments, concerns and complaints, reviews of the service left on carehome.co.uk and through regular meetings with all stakeholders. Resident, relative and staff feedback is sought at every visit by any of our national team, through our internal quality and governance audits and during monthly regional manager and quarterly RI visits. We carry out regular organisational quality surveys and the results for each home are then taken to produce "you said, we did" posters to display, to outline how we were going to act on comments raised. Organisational data is also published in our annual impact statement.

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1212.57
The maximum weekly fee payable during the last financial year?	£1877.32

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	87
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Registered Nurse (1+ Years in Practice)	9	0
Senior Care Worker	7	1
Care Worker	47	4
Other Staff	21	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	2	0	0
Registered Nurse (1+ Years in Practice)	8	0	0
Senior Care Worker	7	0	0
Care Worker	41	0	0
Other Staff	21	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Registered Nurse (1+ Years in Practice)	1	0
Senior Care Worker	0	0
Care Worker	6	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	2	0
Registered Nurse (1+ Years in Practice)	9	0
Senior Care Worker	7	0
Care Worker	47	0
Other Staff	21	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	2	0
Registered Nurse (1+ Years in Practice)	9	0
Senior Care Worker	7	0
Care Worker	47	0
Other Staff	21	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	typically during the day there is always one nurse working on each shift, accompanied by a team leader and 11 care staff
Senior Care Worker	overnight this reduces to one nurse, one team leader and 7 care staff.
Care Worker	dependency is calculated using our organisational tool which is reviewed every week in line with any changes to residents needs